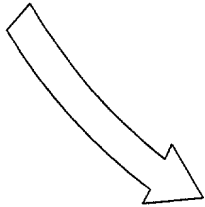


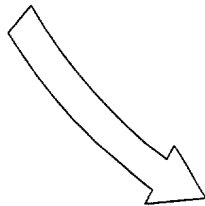
**IDENTIFICATION**

- RECEIVE WORK
- IDENTIFY REQUEST(S)
- CLASSIFY REQUEST(S)  
WITH PROPER SUBTYPE



**ASSIGNMENT**

- PLACE REQUEST(S)  
IN ON OR MORE  
QUEUES
- RECEIVE REQUESTS  
ON ONE OR MORE  
WORKLISTS
- ASSIGN REQUESTS  
ON BASIS OF LOCATION  
WORKER, SKILL , WORKLOAD, ETC.



**MONITORING**

- MONITOR ACTIVITY TRAIL  
OF PARTICULAR REQUEST
- MONITOR COMPLIANCE  
WITH PROCESSING STANDARDS
- APPLY BUSINESS OR  
SYSTEM RULES AS NEEDED
- STATISTICAL ANALYSIS  
AND REPORTING

**Fig. 1**

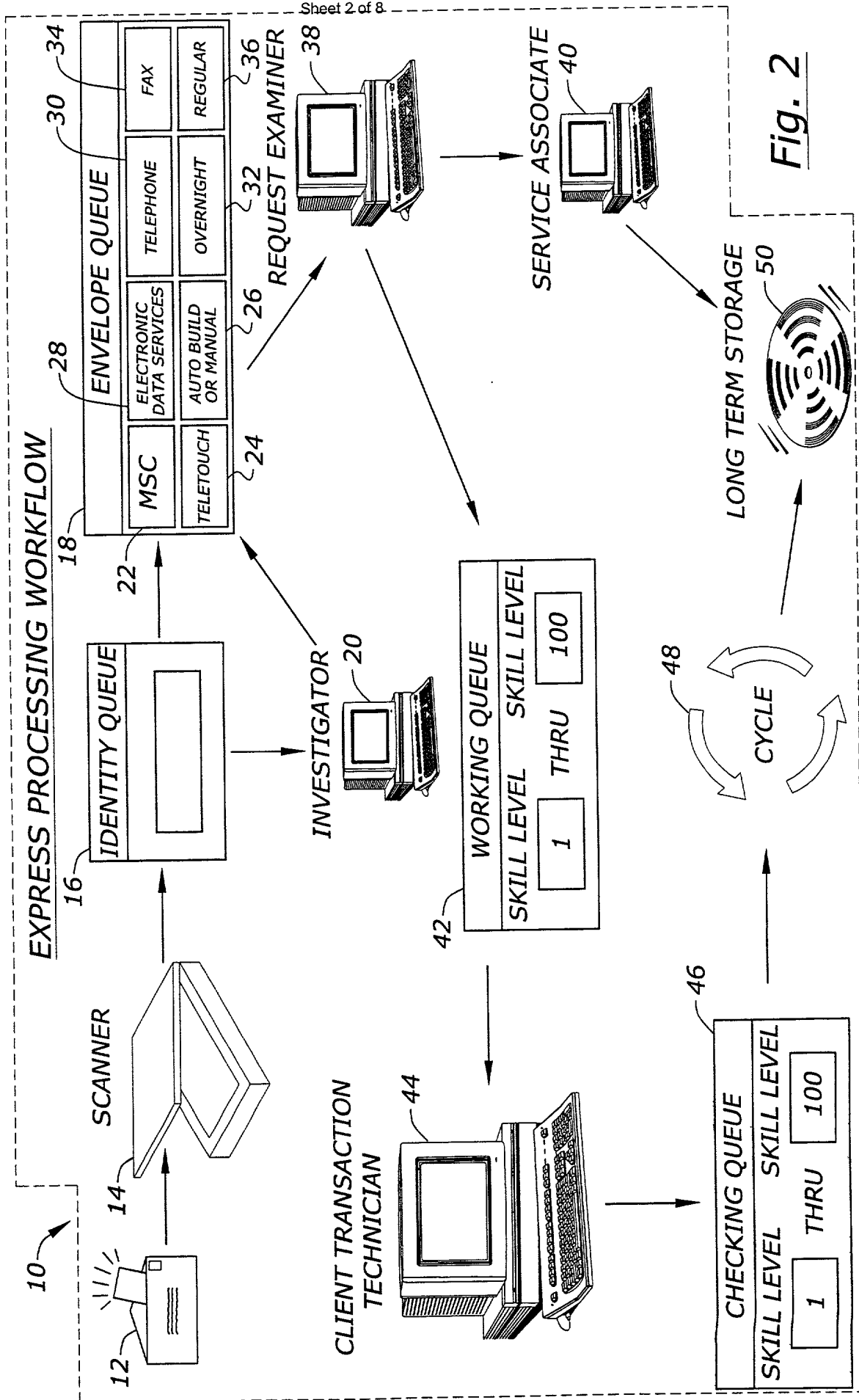


Fig. 2

100

IN PROCESS SUMMARY			×
ENVELOPES & REQUESTS			
102	EXAMINER	259	EXAMINER
104	WORKLIST EXAMINER	253	WORK LIST
106	WORK QUEUE	4789	WORK-Q
108	MSC REVIEW	908	MSC REVIEW
110	WORKLIST WRK-CHK-DFR	7839	WKCHKDFR
112	SERVICE ASSOCIATE	13890	SVC-ASSO
114	DELAY	25124	DELAY
116	MANAGEMENT AUTHORIZATION	36	MGMT-ATH
118	JOURNEY INTO CYCLE	7635	JIC
120	TOTAL	60733	

Fig. 3

150 ↘

PRODUCT DETAIL							×
152 SKILL LEVEL	154 OLDEST DATE	156 TOTAL REQSTS	158 # OF RUSHES	160 # OF REPRES	162 # TO BE CHK'D	164 # TO BE WORKED	↑
3	08/06/2001	4		1	1	3	
5	08/09/2001	11		1		11	
8	08/08/2001	48		2		48	
10	08/11/2001	69			7	62	
12	08/08/2001	13		2		13	
15	08/06/2001	4			3	1	
25	08/01/2001	12			1	11	
30	08/03/2001	1				1	
35	08/08/2001	1				1	
40	07/12/2001	14	2	1	3	11	
50	08/08/2001	71				71	
51	05/12/2001	8	1	1	3	5	
52	07/10/2001	1				1	
53	02/24/2001	3				3	
55	08/07/2001	3			1	2	
60	08/07/2001	2			1	1	
65	08/07/2001	7			1	6	
75	08/07/2001	6			1	5	
80	08/03/2001	8			1	7	
85	08/07/2001	1			1		
90	08/08/2001	1				1	
92	07/27/2001	1			1		
95	08/08/2001	5			1	4	
100	08/08/2001	2				2	
	TOTAL	296	3	8	8	270	↓

Fig. 4

200

GLOBAL WORKER SUMMARY						×
202 SKILL LEVEL	204 SKILL LEVEL DESCRIPTION	206 QUEUE #	208 QUEUE #	210 QUEUE #	212 TOTAL	↑
		0	300	600		
3	NEW ENTRANT	5		3	8	
5	CASH, BILLED EXPS	9	1	3	13	
8	BENEFIT EVENTS	259		56	315	
10	EE INFO, BENES	135		9	144	
12	PERIS	14	3	2	19	
15	LOAN, W/O, LIF INS	10		2	12	
18	SALARIES		1		1	
20	ER CHGS, NO & TERMS	67		18	85	
25	DISTRIB, REFUNDS	145		5	150	
30	PRA, PLN/CN TERM (?)	48		2	50	
35	MOF,ALCO,FORF	10		7	17	
38	EXPS (COPING & SIMP)	2	4	5	11	
40	AMEND/RESTART	24		2	26	
50	5500 SMALL PLAN	252			252	
51	5500 LARGE PLAN	12			12	
52	5310 PLAN TERM	1			1	
53	QUALIFICATION	33			33	
55	CMB/SPLT,QQRO,REV	3		2	5	
60	WORK-UP VALUES	8		1	9	
65	EXP ADJ,MOF	7		3	10	
75	RTN OF BENEFIT, CPA	6		1	7	
80	ISSUE VALIDITY CHK	11		2	13	
85	BALANCING	1		1	2	
90	SPNOFF/MERGE/REWRITE	1		1	2	
92	ANNUITIES/F10	1			1	
95	REC MOVE, PRG ID, CP	58	2	2	62	
100	MISC IN/OUT RESTART	2	1		3	
	TOTAL	1124	12	126	1262	
						↓

Fig. 5

250

Fig. 6

**Fig. 6**

300 →

TEAM BY MEMBER REPORT																	X
FROM JUL 2001 TO JUL 2001																	
302 NAME	304 ID	306 HOURS WORKED	308 REQUESTS PROCESSED	310 WEIGHTED GOAL	312 PROD. FACTOR	314 REQUESTS RETURNED	316 QUALITY										
USER1	ID1	147.1	366	397	0.921	13	96										
USER2	ID2	149.7	165	428	0.386	2	99										
USER3	ID3	159	409	434	0.942	58	86										
USER4	ID4	161.9	274	453	0.604	11	96										
USER5	ID5	132.2	276	353	0.782	19	93										
USER6	ID6	141	632	393	1.609	42	93										
USER7	ID7	134	143	360	0.397	6	96										
USER8	ID8	152	156	438	0.356	6	96										
USER9	ID9	121.6	348	344	1.011	4	99										
USER10	ID10	158	1180	440	2.682	51	96										
USER11	ID11	152	617	443	1.394	29	95										
USER12	ID12	108	438	322	1.362	8	98										
USER13	ID13	141.7	815	399	2.041	20	98										
USER14	ID14	118	305	335	0.91	14	95										
USER15	ID15	151	469	679	0.691	136	71										
USER16	ID16	105	284	283	1.002	24	92										
USER17	ID17	122.5	250	350	0.714	10	96										

Fig. 7A

300

TEAM BY MEMBER REPORT										×
FROM JUL 2001 TO JUL 2001										
302	304	306	308	310	312	314	316			
NAME	ID	HOURS WORKED	REQUESTS PROCESSED	WEIGHTED GOAL	PROD. FACTOR	REQUESTS RETURNED	QTY.			
USER18	ID18	150.5	193	416	0.464	9	95			
USER19	ID19	128	340	385	0.882	6	98			
USER20	ID20	125	469	356	1.316	17	96			
USER21	ID21	122.5	92	336	0.274	1	99			
TOTAL		2880.7	8221	8346	0.985	486	94			

Fig. 7B